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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Kenneth McKenna et al.

Serial No.: 10/032,027

§ Group Art Unit: 2661

Filed: December 20, 2001

§ Examiner: Unknown

For: SYSTEM AND METHOD FOR
PRESENTING QUEUE LENGTHS OF
OF VARIOUS MEDIA USED BY
SERVICE CENTERS

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Technology Center 2600

Commissioner for Patents and Trademarks
Washington, D.C. 20231

Sir:

Enclosed are the following regarding the above-identified patent application:

1. Preliminary Amendment;
2. Request to Approve Drawings Changes; and
3. a return postcard.

The Commissioner is hereby authorized to charge payment of any further fees associated with any of the papers submitted herewith or to credit any overpayment to Deposit Account No.

08-1394.

Respectfully submitted,

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Date: 3/21/2002

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner For Patents, Washington, D.C. 20231

on March 21, 2002

Pam Fletcher